

# Accessibility Policy

## Statement of Commitment

Sojourn House is committed to ensuring equal access for people with disabilities.

We are committed to treating all individuals with dignity and respect, and to providing services in a way that supports independence, integration, and equal opportunity.

We will identify, remove, and prevent barriers to accessibility and meet the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code.

Accessibility is part of how we live our core values, including social justice, diversity, compassion, and a client-centred approach.

## Communication

We communicate with people in ways that take into account their individual accessibility needs.

We will work with individuals to determine the most appropriate method of communication and provide accessible formats or communication supports upon request.

## Assistive Devices

People with disabilities may use their personal assistive devices when accessing our services.

Where necessary, we will work with individuals to ensure they can access our services safely and effectively.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them while accessing our services.

## **Notice of Temporary Disruptions**

In the event of a planned or unexpected disruption to services or facilities, Sojourn House will provide notice as soon as possible.

The notice will include:

- The reason for the disruption
- The expected duration
- Any alternative services available

## **Information and Communication**

We are committed to providing information in accessible formats and with communication supports upon request.

We will consult with the individual making the request to determine the most appropriate format.

We aim to provide accessible information in a timely manner and at no additional cost.

## **Digital Accessibility**

Sojourn House is working to ensure that our website and digital content meet the Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.

We are committed to ongoing improvements to make our digital content accessible to as many people as possible.



Sojourn House  
101 Ontario Street, Toronto, ON, M5A 2V2  
416-864-0515  
www.sojourhouse.org

## **Feedback Process**

Sojourn House welcomes feedback on how we provide accessible services. Feedback can be provided in the following ways:

Sojourn House  
101 Ontario Street  
Toronto, ON M5A 2V2  
Canada  
info@sojournhouse.org  
416-864-0515

We will respond to feedback in a timely manner.

## **Notice of Availability of Documents**

This policy is posted on our website and related accessibility documents are available to the public upon request.

Accessible formats are available upon request and will be provided in a timely manner and at no additional cost.